

Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section (scroll down to EVV) at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

November 17, 2021

How-to Tips

Developmental Disabilities and Supports Waiver Agency Based

AuthentiCare Self-Service Password Reset and Username Recovery for Agency Administrators and Other Users Who Access the AuthentiCare Web Portal

AuthentiCare users who have been locked out of their account or have forgotten their user name or password can resolve log-in issues through self-service options. Self-service options make it possible for users to fix these issues without help from a system administrator.

When a new user registers for AuthentiCare access through the web portal, they will be asked to create a user profile. This includes providing answers to three security questions to be used in the event that a user forgets their password.

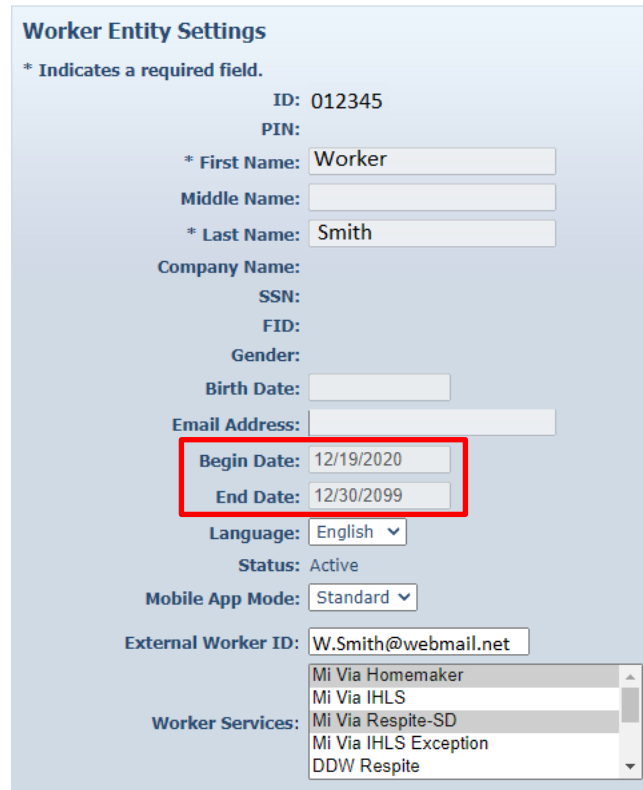
When existing AuthentiCare users access the portal, they will also be asked to create a user profile and provide answers to password reset security questions

Please review the attached article, “AuthentiCare NM Self-Service Password Reset,” for step-by-step instructions on this process.

Developmental Disabilities and Supports Waiver Agency Based

Current Process for Changing a Worker's Begin and End Dates

Agency providers may have noticed that the **Begin Date** and **End Date** fields on the Worker Entity Settings page are not editable (greyed out) after adding the worker. This is expected functionality as part of the Phase 1 implementation. These fields will be editable as part of the planned Phase 2 implementation.



Worker Entity Settings
* Indicates a required field.

ID: 012345
PIN:

* First Name: Worker
Middle Name:
* Last Name: Smith

Company Name:
SSN:
FID:
Gender:
Birth Date:
Email Address:

Begin Date: 12/19/2020
End Date: 12/30/2099

Language: English
Status: Active
Mobile App Mode: Standard

External Worker ID: W.Smith@webmail.net

Worker Services:
Mi Via Homemaker
Mi Via IHLS
Mi Via Respite-SD
Mi Via IHLS Exception
DDW Respite

Should a provider need to change the worker's Begin or End Date before the Phase 2 implementation, follow the steps below:

1. Contact the CCSC to open the request, providing the following information:
 - Agency / Provider Name
 - Provider ID
 - Worker Name
 - Worker ID
 - Current Start and End dates
 - New / Requested Start and End dates
2. The CCSC will route the request noting the changes which needs to be completed.

Critical Updates

Developmental Disabilities and Supports Waiver Agency Based

Extension of DDSD Provider Self-Assessment Survey on Readiness for Claims Processing Changes in Phase 2 Implementation of Electronic Visit Verification (EVV)

As part of the EVV Phase 2 Implementation, New Mexico Medicaid will implement changes to how fee-for-services (FFS) EVV claims are billed. Today, agencies have the option of submitting claims directly to the Medicaid Management Information System (MMIS) via the Medicaid Portal or Electronic Data interchange (ED). During Phase 2, AuthentiCare® will be responsible for generating and submitting claims for payment for all FFS EVV services directly to MMIS.

Complete the EVV Phase 2 Readiness Provider Assessment at this link:

<https://www.surveymonkey.com/r/Q5B532P>. The survey is intended to help agencies assess their readiness for Phase 2 and to identify areas the agency may work on now to help prepare for upcoming changes. Completing this survey takes just a few minutes and provides agencies immediate feedback about their level of readiness including a checklist that identifies areas the agency can work on to avoid claims processing issues processing in Phase 2. The tool will also help DDSD identify provider needs for assistance or additional training.